**DEFENCE
BUSINESS
SERVICES**

National Security Vetting

e-Form Portal - Sponsor User Guide

Contents

A. Introduction

This user guide provides instructions for you as the Sponsor on how to activate your e-Form account on either the secure RLI/GSi portal or on the internet portal when registration has been completed by the Customer Services Division (CSD) in the Defence Business Services National Security Vetting (DBS NSV). This guide also provides information on how to use the RLI/GSi and Internet e-Form portals from a Sponsor perspective, e.g. creating new NSV applications.

B. Sponsor e-Form Account Activation

Once the registration process has been completed you will receive a standard registration email from CSD, DBS NSV. This email contains a link that will direct you to one of the e-Form portals (RLI/GSi or internet). If you have applied to use both the RLI/GSi portal and internet portal then separate activation emails will be sent to you and you will have to complete the activation process for each. Each email will clearly specify which account the activation link relates to. Your unique Sponsor ID, which you will have been given upon registration as a Sponsor with DBS NSV, will be included in the email and this field will automatically be completed on the Sponsor section of all e-Form applications you create. If both secure and internet portal accounts have been requested, the Sponsor ID will be the same for both. The activation emails will read as follows:

Dear Xxxx,
An account has been created for you on the Defence Business Services National Security Vetting (DBS NSV) portal to allow you to submit and track online applications for security vetting.

Please click on the link below or copy it to your browser to use this service.
https:///(link details populated here)
After you have successfully registered, please use the following URL to access the DBS NSV Portal.
https://www.nsv.mod.uk

Figure 1

The first link in the email is the activation link which will take you to the relevant e-Form portal and the 'Confirm user details' screen (**Figure 2**). This will verify you as a registered Sponsor with DBS NSV. The second link in the email is the link to be used for all subsequent access to your e-Form portal account. This can be saved to your favourites.

Figure 2

You will need to input all information in the mandatory fields which are highlighted by an asterisk (**Figure 3**). This will verify your information against the information that was provided to DBS NSV to create your Sponsor account. (Please note: Only your first name and no subsequent forenames must be input in the 'Forenames' field.)

Figure 3

Figure 4

Please note that if you provided your country of birth as England to DBS NSV, rather than UK or United Kingdom, then you will need to input 'England' in this field. The e-Form will only accept the exact information and will not recognise the links between England, UK or United Kingdom. If you are unsure of the exact details you provided, please refer to the spreadsheet that you sent to DBS NSV if you pre-registered before Go Live or the form which you completed post Go Live.

If you input these details incorrectly more than 5 times the account will lock and you will need to contact the DBS NSV Helpdesk to unlock your account. If you are emailing DBS NSV to unlock your account, please write 'Sponsor Account Unlock' in the subject line of the email as this will help us to deal with your enquiry promptly. We have a dedicated team dealing with our email and fax communications. You will need to provide your Sponsor ID and personal details to unlock your account.

Once your details have successfully been confirmed, following the guidance provided, you will be prompted to create your own Username and Password for your Sponsor account (**Figure 5**). Your Username can be anything easy for you to remember. However you must follow the guidance provided to create your Password. If this does not meet the criteria a red asterisk will appear to the right of the field (**Figure 6**) and you will be prompted to re-enter a Password (e.g. VettingJune-11).

Figure 5

Figure 6

The 'Activation Completed' screen (**Figure 7**) will appear once an acceptable Username and Password has been created. The Subject will now have **30** days in which to activate their account.
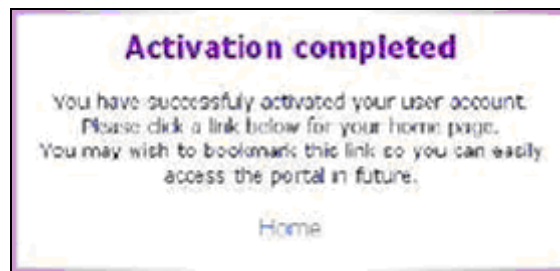

Activation completed

You have successfuly activated your user account.
Please click a link below for your home page.
You may wish to bookmark this link so you can easily
access the portal in future.

Home

Figure 7

Clicking on the 'Home' link (**Figure 7**) will take you to the Sponsor Home Page (**Figure 8**).

Home : Sponsor view

Home   New Subject   My Account   Help   Logout

Search :   ⦿ By case ID
            ⦾ By sponsor ref   Search

No data available

Figure 8

The Sponsor Home Page will list all the NSV applications that you have initiated as a Sponsor. If you have initiated numerous cases then you can search for them using either your Sponsor Reference (**page 7, Figure 10**) or by the case ID which Cerberus will generate when a new application is created (**Figure 8**).

If you have a Super-Sponsor account you will be able to click on 'All My Organisations' on the Home Page and it will show all the applications that have been initiated by your organisation/department. The default view is 'Mine Only' and shows only those cases that have been initiated by you as a Sponsor.

C. Creating a new NSV application

To create a new NSV application, click on the 'New Subject' tab at the top of the 'Home: Sponsor View' screen. This will take you to the 'Create New user Account' page (**Figure 9**).

Create new user account

Please complete the fields below to information as it appears on the new
user's passport.
Mandatory fields marked with *

Forenames *
Surname *
Email Address *
Date of Birth *
Town of Birth *
Country of Birth *
Vetting Service *   [CTC Vetting Service]
Sponsor's ref.   [SC Vetting Service]
                    [DV Vetting Service]
                    Back   Create

Figure 9

You will then be prompted to enter seven mandatory pieces of personal information relevant to the subject for whom the new NSV application is for. These are:

Forenames – enter all names for the Subject including any middle names if applicable.

Email address: Make sure you use an email address on the appropriate network. The network on which the applicant wishes to complete their e-Form, either the Internet or the RLI/GSi, will determine which email address the activation email should be sent to. If you are a Sponsor on the internet e-Form portal the Subject will not be able to complete their e-Form application on the restricted RLI/GSi e-Form portal. They will need to provide you with a unclassified email address (e.g. *****@hotmail.com)

Date of Birth: This should be in dd/mm/yyyy format.

Vetting Service: The vetting services listed in the drop down menu are the services which are available to you as a DBS NSV customer. These will be specific to your requirements as previously agreed with DBS NSV. Please note that if a Subject already holds, or has held a security clearance, and you are applying for a clearance of the same level, then you should select the 'review' option against that clearance level.

Sponsor's reference: This is a reference that you as a Sponsor can select (**Figure 10**). As this reference is chosen by you it could be something that links to your internal business practice. If this reference is unique to each application, you can use this to search for a Subject.

Figure 10

Before selecting the 'Create' button Sponsors are advised to take a screen print of this page by selecting the 'fn' and 'print screen' key and pasting in a word document so that a copy of this information can be made available to the Subject if required. This is because the data in all these fields is case sensitive and the Subject will need to input the information in exactly the same way as the Sponsor inputs the information to create their account.

Once the Subject's account has been created, a confirmation screen will appear (**Figure 11**). A new NSV application will have been created for the Subject and an automated email will be sent to them to enable them to activate their account and access the e-Form to complete their section of the application form. This new NSV request can be viewed by following the 'Back to main menu' hyperlink which takes you back to the 'Home: Sponsor View' page. On there, the new application will be listed and will show a status of 'Awaiting subject activation' (**Figure 12**). It also shows the basic details for

that application, i.e. Sponsor reference, forenames, surname, vetting service and date the application was created. The 'Details' hyperlink will take you to a further screen which is where you can access the Sponsor section of the NSV application (**Figure 13**).

Please note: Sponsors will not be able to see the contents of the Subjects section of the application form through the e-Forms system.

Figure 11

Figure 12

D. Application Status Information

There are three status definitions that will be used for the applications you have in progress on the e-Form:

1.   **Awaiting Subject Activation** –as soon as you have created a new application for a Subject this is the first status at which the application will appear. By clicking on the 'Details' hyperlink against this application you will be able to access the Sponsor section of the e-Form for this application and also be able to carry out the following actions while the account is in this state:

   a.   **Resend Activation email** – if the Subject fails to receive the email to activate their e-Form account within 24 hours of you creating their account, you can resend the activation email by clicking on this link.

   b.   **Modify Subject's Details** – if the personal mandatory information that you used to create the Subject's account is incorrect and needs amending, i.e. the cause of the Subject not being able to activate their account, then you can select this option to modify these details. Following any amendments you will need to resend the activation email and inform the Subject that this has been done so that they activate the amended account. N.B. Actions a. and b. are ONLY available until the Subject has successfully activated their account.

c. **Withdraw Application** – if a clearance is no longer required you have the opportunity to withdraw their application by clicking on this option. A secondary screen will appear which will ask you for confirmation that you wish to withdraw an application. This is because an application cannot be reinstated once it has been withdrawn and a new account will have to be created.

d. **Unlock Subject's Account** – this option will only present itself if the Subject has locked their account. Clicking on this link will unlock the Subject's e-Form account.

2. **Waiting for Subject Actions** – this status will appear when the Subject has activated their account and is in the process of completing their application. The 'Withdraw Application' activity is also available at this time. The 'Unlock Subject's Account' option will also be available if the Subject locks their account whilst completing the application form.

3. **In Progress** – this status will appear when both sections of the e-Form application (Subject and Sponsor) have been completed and submitted to DBS NSV and the application is being processed. You will not be able to withdraw the application through the e-Forms facility when the application has reached this state. If you need to withdraw the application you will need to contact the DBS NSV Helpdesk. You will also not be able to amend the Sponsor section of the application form.

Figure 13

E. Completion of the Sponsor Section of the NSV Application Form

As per the hard copy NSV001 and NSV002 forms for the application of CTC/SC and DV level security clearance respectively, Sponsors need to complete their section of the application form. Unlike with the hard copy forms, Sponsors will only be able to access their section of the application form (see 'Complete sponsor's part of SC' hyperlink in **Figure 13** above) and view the progress that the Subject has made on their part of the application form. The status of the Subject's progress towards completion of the application form can be seen in the line above the Sponsor's link. There are three stages of progress:

1. **Subject's Part of the SC/DV Not Started** – this means that the Subject has not activated their e-Form account and created a Username and Password.

2. **Subject's Part of the SC/DV in Progress** – this is when the Subject has activated their account and is in the process of completing their section of the application form. There is a maximum of 63 days in total for both the Subject and Sponsor parts of the application form to be completed. If the application exceeds this timeframe, it will be cancelled and a new application will need to be generated. After 42 days, you will receive a hastener email explaining that there are 21 days remaining for you and the Subject to complete the e-Form or it will be cancelled.

3. **Subject's Part of the SC/DV Complete** – this means that the Subject has completed their section of the application form and they have submitted this to DBS NSV.

To complete the Sponsor's section of the application form you will need to click on the hyperlink 'complete sponsors part of SC/DV'. This will load the Sponsor's section of the e-Form which may take a couple of minutes depending on the version of Adobe that you are using and/or the speed of the network. If the e-Form fails to load after a few minutes then please refer to the *Cerberus & e-Forms Trouble Shooting Guide.* If you continue to experience problems then please contact the DBS NSV Helpdesk.

Once the e-Form is open, you will see a list of sections down the left hand side menu for you to complete (**Figure 14**). The opening screen provides some instructions to help you complete the e-Form and what to look out for. Additional guidance is available to help you complete the specific fields This can be accessed by hovering your mouse over the right hand side of the field. A comments box will appear providing guidance on how to complete a specific field.
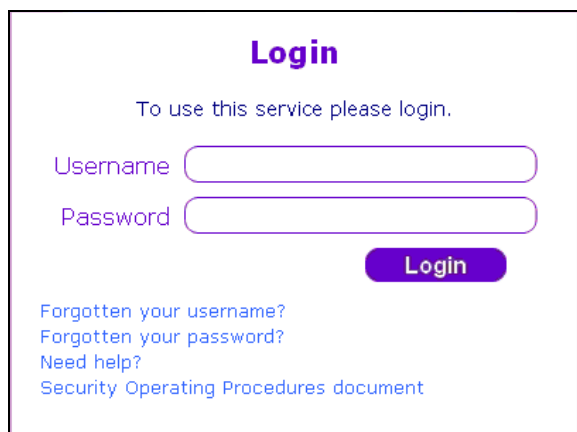

Figure 14

Please note that you should only select the 'Submit' button when all of the sections of the e-Form are shown as 'Complete' and you are happy with the information provided. If you wish to come out of the e-Form at any point before final completion and submission you should select the 'Save' button.
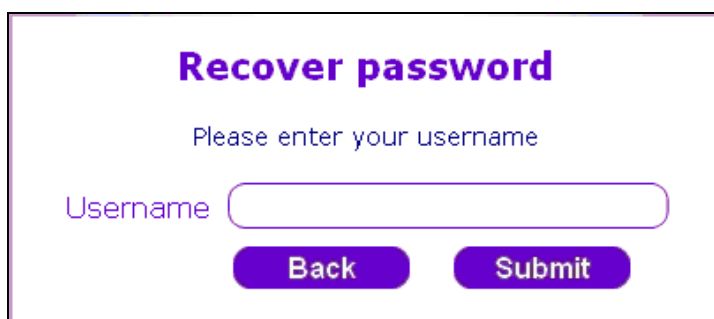
F. Helpful Hints

1. Subject's non receipt of e-Form account activation email – if your vetting Subject contacts you because they have not received their account activation email (please allow up to 24 hours), there is a facility in the 'Details' screen against that application for you to resend the activation email. If the Subject still fails to receive the activation email then please contact the DBS NSV Helpdesk.

2. Forgetting your password - Please be advised that if you forget your password you will be locked out of your account after 5 attempts. If you cannot remember your password then please use the 'forgotten your password?' link (**Figure 15**). This will take you to the 'Recover password' screen (**Figure 16**) where you will be asked to enter your username to identify you. Your password will be sent to the email address which you used to activate your account (**Figure 17**). If you do lock your account you will not be able to use the password reminder until your account is unlocked. You will need to contact DBS NSV to unlock your account.
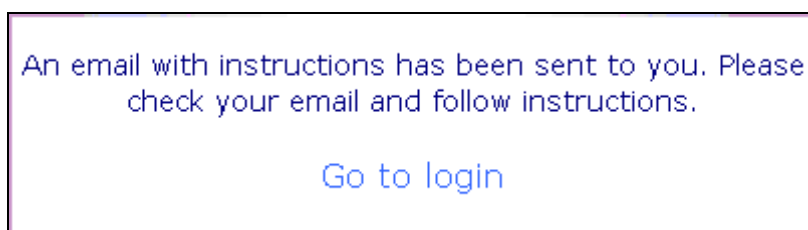

Figure 15

Figure 16

Figure 17

3. Forgetting your Username – You will also be locked out of your account after multiple attempts if you input the incorrect Username. If you select the 'forgotten your username?' link, as shown in Figure 15, this will take you to a 'recover username' screen (**Figure 18**), where you will be asked to enter 3 pieces of information to identify you and your account. Your Username will be sent to the email address which you used to activate your account (Figure 19). Again, if you have locked your account you will not be able to use the Username reminder until your account is unlocked by the DBS NSV Helpdesk.

Figure 18

Figure 19

4. Subject's association with Defence Business Services National Security Vetting - Under the 'General Information' section there is a question which asks whether the Subject's post for which the clearance is required, is within or closely associated with DBS NSV. This should only be answered as 'yes' where the Subject (or a close relative of them, if known) is connected personally or professionally to DBS NSV. This checkbox is intended to identify anyone who is, has been or will be employed by DBS NSV or is an authorised administrator with system access. A 'yes' in this checkbox when not relevant will delay an application.

5. Section completion - Look out for 'Next' at the top right of a page. This indicates that there is more information to complete on another page within that section. A section will not show as complete until all the pages contained within it have been completed. When all the mandatory fields on each of the pages within a section have been completed the status at the top right hand corner of the form will change from 'Section not complete' to 'complete' and will show as a green tick – this will also be the case next to the section heading on the left hand side menu.

6. Checking for Errors – If you are having problems completing a section or a page and it is not showing as complete with a green tick, you can click on the 'Check for errors' button towards the bottom left of the screen under the section menu (**Figure 14**). This will detail what mandatory parts of the form are still to be completed for the section to show as 'complete' and it will direct you to the respective questions within the form.

7. Save and Return - You can save the Sponsor section of the application form at any time and come back to it as long as the section of the form that you are working on has been completed in full. Additionally, if you want to come out of the form before you have even started to complete it, you will need to click on the save button. In each case, clicking on the save button will direct you to a confirmation screen. This will confirm that the form has been saved in its current state and from this screen you can return to your 'Home: Sponsor view' screen which will show you the list of clearances that you have ongoing.

8. Logging in and out of e-Form Portals - If you log out from the e-Form, the second time you login you will need to use the second link in the original 'DBS NSV Registration' email to get to the e-Form login screen (i.e. https://www.nsv.mod.uk). This will bring up the Username and Password screen for you to login to your account, taking you straight to your Home Page.

9. Sponsor section form submission - Once all parts of the Sponsor section of the application form have been completed and you are ready to submit it, please make sure that you are happy with all the information you have provided as once the form is submitted it cannot be amended online and you will need to contact the DBS NSV Helpdesk. Once both you and the Subject have submitted both sections of the e-Form application the portal will accept the application in totality and this will be received by the Cerberus Case Management system which manages the onward processing of the application.

G. Sponsors with the Vetting Status Information (VSI) request facility

For those Sponsors that have requested the VSI facility, this can be viewed by clicking on the VSI tab located at the top of the Home Page.

You can enquire as to whether a Subject already holds a valid security clearance with the Defence Business Services National Security Vetting by inputting three mandatory pieces of information, which are:

    1.   Surname
    2.   Forename
    3.   Date of birth

If the Subject is serving in the military or is an MOD civil servant a service or staff number can be added to the query to narrow the search.

A response to this enquiry can either take a few seconds or a couple of hours depending on the number of requests being sent to Cerberus and other factors such as the time of day.

There are three possible responses to a VSI enquiry:

    1.   If there is no match to this basic information, the response will come back as 'not found', i.e. DBS NSV do not hold a record for this individual.

    2.   If there are multiple matches this is because there are other individuals with the same mandatory pieces of information that hold a clearance. In these cases you will have to contact DBS NSV for further information. The response in this case will be 'contact DBS NSV'. You will need to provide further personal information to ascertain which record is for the individual you are enquiring about before any clearance details are provided.

    3.   If there is one match with the mandatory information then you can check on the 'Details' tab which will display the information DBS NSV has supplied for that Subject i.e. level of clearance, when this was issued and when it is due to expire.